

Chapter 2 • The People We Serve



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INTRODUCTION

In Fiscal Year 2002, DSHS served more than 1.4 million people representing 22 percent of all residents in Washington State.

DSHS programs, with approximately 18,000 employees throughout the state, provide and manage a wide array of services to children, families, elders and people with disabilities and mental health issues.

DSHS protects clients by licensing and monitoring care providers. DSHS also fosters community safety by rehabilitating juvenile offenders and providing treatment services to sex offenders, people who abuse alcohol and substance or those with mental health issues.

DSHS directly manages institutions including residential habilitation centers, state mental hospitals and correctional facilities for juvenile offenders.

However, over 70% of DSHS's budget goes to contracted providers such as local hospitals, nursing homes, community organizations, non-profit and for-profit agencies, foster parents and child care centers.

Various DSHS programs also provide funding to county and local governments for their human services. Detailed information on DSHS programs is available on the DSHS Website.

Table: STATE RESIDENTS RECEIVING DSHS SERVICES IN FISCAL YEAR 2002

DSHS Services by Program	All Ages		Youth (birth – 17)		Adults (18 – 64)		Elders (65 and up)	
	Clients	Use Rate %*	Clients	Use Rate %*	Clients	Use Rate %*	Clients	Use Rate %*
Aging & Adult Services	59,629	0.9	34	-	17,315	0.5	42,036	6.2
Children's Services	194,845	3.0	94,330	4.8	81,674	2.1	910	0.1
Alcohol & Substance Abuse	55,288	0.9	9,712	0.5	45,302	1.2	274	-
Developmental Disability	35,974	0.6	17,503	0.9	17,711	0.5	749	0.1
Vocational Rehabilitation	24,887	0.4	338	-	24,419	0.6	130	-
Economic Services	744,620	11.5	330,355	16.9	377,505	9.8	36,747	5.4
Juvenile Rehabilitation	4,075	0.1	2,889	0.2	1,186	-	-	-
Medical Assistance	1,166,787	18.0	642,785	32.8	445,875	11.6	78,127	11.5
Mental Health Services	125,717	1.9	36,220	1.9	78,651	2.1	10,648	1.6
DSHS Agency Total	1,427,086	22.0	695,134	35.5	628,429	16.4	85,126	12.6
<i>Total Population</i>	<i>6,479,529</i>		<i>1,960,476</i>		<i>3,841,728</i>		<i>677,325</i>	

* Use Rate: The percent of total population receiving services (clients over total population).

Sources: DSHS Research and Data Analysis, Client Services Database, analytical extract of 7/22/03. Population is from the Office of Financial Management, 2002 Projection.

DESCRIPTION OF SERVICES

- Services that DSHS provides to **children** include investigation and intervention to prevent abuse and neglect, management of foster care and other out-of-home care, **early intervention** services for children with developmental delays, health insurance and subsidized **child care** for children in low-income families, mental health services for children from low-income families, and rehabilitation of **juvenile** offenders.
- Medical assistance** is provided to over one million children, adults and elders mainly through Washington's Medicaid program – a health insurance program financed with a combination of state and federal funding.

- DSHS provides **economic services** that help people make ends meet. These services include food assistance, cash assistance for disabled unemployable adults or parents caring for children with disabilities and those who cannot work, **child support** payment collection, and **WorkFirst** that helps people find jobs and subsidizes **child care** and health insurance for low-wage workers.
- Inpatient and outpatient **mental health** treatment is provided to low-income individuals with acute and chronic mental illness, and to children with serious emotional disturbance. Treatment is also provided to **sex offenders** who have completed their prison terms but are likely to re-offend.
- Inpatient and outpatient **alcohol and substance abuse** treatment is provided to low-income adults and adolescents. Chemical dependency treatment is provided to thousands of offenders in community-based settings in lieu of incarceration. **Prevention** services are provided throughout the state.
- Services for people with disabilities and the elderly include **long-term care** (provided in people's homes, community facilities or nursing homes), **vocational rehabilitation**, adaptive technology – such as TTY (Text Telephone or Telecommunications Device for Deaf) machines for people who are **deaf or hard of hearing**, and residential care for people with **developmental disabilities**.



